Complaints of harassed air passengers

1561. SHRIMATI VIPLOVE THAKUR: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether a number of complaints have been received against the airlines by Government regarding refund of tickets, charges being levied for wheel chairs etc.;

(b) if so, the Government's reaction thereto;

(c) whether Government would consider to appoint an Ombudsman for the entire industry with whom harassed passengers can lodge their complaints against airlines;

(d) if so, the details thereof; and

(e) the role expected to be assigned to the Ombudsman and the power and the functions of the Ombudsman?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) Yes, Sir. Whenever such complaints are received, these are sent to the concerned airlines asking for their comments. On receipt of their comments, these are conveyed to the complainants. As regulator of airline operations, if required, DGCA asks the concerned airline to take corrective measures.

(c) to (e) With reference to passenger complaints, the Airlines have been advised to appoint an ombudsman which can be for a group of airlines or region wise as a self regulatory mechanism.

Setting up of mobile airports

1562. SHRI B.J. PANDA :

MS. Mabel Rebello :

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is proposed to set up mobile airports in the North-Eastern Region with the help of a foreign agency;

(b) if so, the details of this project;

(c) the time-frame within which this project would be taken up and completed;

(d) whether this novel project is also proposed to be launched in other inaccessible regions of the country to improve their economy; and

(e) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir.

(b) to (e) Do not arise.

Upgradation facility for passengers

†1563. SHRI RAJNITI PRASAD: Will the Minister of CIVIL AVIATION be pleased to state:

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†Original notice of the question was received in Hindi